



**Solicitation Information
October 17, 2014**

RFP# 7549081

TITLE: Courier Services- DHS – Round 3

Submission Deadline: November 18, 2014 at 10:00 AM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: No

MANDATORY:

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

DATE:

LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **October 28, 2014 at 10:00 AM (ET)**.

Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

PERFORMANCE BOND REQUIRED: No

**David J. Francis
Interdepartmental Project Manager**

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Human Services (DHS), is soliciting proposals from qualified vendors to provide courier/delivery service for DHS, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at <http://www.purchasing.ri.gov>.

The initial contract period will begin approximately February 1, 2015. The contract will be for one twelve-month (12) initial contracting period. DHS has the option to execute up to four (4) additional one-year (1) options to renew, by annual amendment. The option years will be based on successful performance and will only be executed by DHS' sole discretion. All applicants must meet all the bid criteria listed below.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content, shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered.

Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1
Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov
15. Under the Health Insurance Portability & Accountability Act (HIPAA), a "business associate" is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement

16. In order to perform the contemplated services related to the Rhode Island Health Benefits Exchange (HealthSourceRI), the vendor hereby certifies that it is an “eligible entity”, as defined by 45 C.F.R. § 155.110, in order to carry out one or more of the responsibilities of a health insurance exchange. The vendor agrees to indemnify and hold the State of Rhode Island harmless for all expenses that are deemed to be unallowable by the Federal government because it is determined that the vendor is not an “eligible entity,” as defined by 45 C.F.R. § 155.110.

SECTION 2: BACKGROUND

DHS relies on their courier/delivery services. Courier services and mail delivery are integral to the day-to-day functions of DHS. These services must be provided Monday through Friday excluding the official state holidays. DHS will provide the successful vendor with a list of state holidays.

Items to be delivered will be, but are not limited to, cloth mail sacks containing standard size letters, flats, bundled or boxed forms and cartons of office supplies. DHS also requires the pick-up and delivery of cardboard boxes containing computer printouts and computer media. The boxes or containers holding the computer printouts may individually weigh forty-five (45) pounds or more. Office supplies are also sent in boxes weighing over forty-five (45) pounds.

The amount of material scheduled to be picked-up at each location may vary from day to day. All pickup and delivery locations are within the borders of the State of Rhode Island. Most of the items handled will be routed through the DHS Central Mailroom located in Cranston. All locations may require the handling of larger than normal volume of packages. The DHS also requires pick-ups and delivery of materials on a non-standard delivery schedule. These items are only examples, this list is not conclusive. DHS has the right to add or change the deliverable items and locations at the Department’s discretion. All materials handled under this contract are time sensitive and highly confidential.

SECTION 3: SCOPE OF WORK

General Scope of Work

This proposal is to provide courier and delivery services for DHS. Not all locations may have items requiring pick-up each day. Courier is required to visit each location on every business day unless otherwise specified in writing. Please see background for the typical material that requires courier or delivery services. Due to the confidential material entrusted to the courier, a confidentiality agreement must be signed by the winning bidder.

A significant amount of the material handled is date-sensitive; unless otherwise specified, all deliveries will be “same day”. Failure to provide the service within the required timeframes for each location will result in a breach of the contract and the delivery shall be performed at no charge. Any delivery not made within 30 minutes of scheduled delivery time will be considered delinquent; DHS has the right to withhold payments or refuse to pay for late deliveries. Chronic delinquent pickup and delivery complaints may result in the termination of the contract. The only exceptions to the above will be provided in writing from an authorized DHS representative. DHS will identify the authorized DHS representatives in the contract.

The Contractor may also receive, handle, transport, and deliver materials that are confidential, privileged or otherwise protected from disclosure, including, but not limited to: personal information, Personally

Identifiable Information (PII), Sensitive Information (SI), and other information (including electronically stored information), records sufficient to identify an applicant for or recipient of government benefits, preliminary draft, notes, impressions, memoranda, working papers-and work product of state employees, as well as any other records, reports, opinions, information, and statements required to be kept confidential by state or federal law or regulation, or rule of court ("State Confidential Information"). State Confidential Information also includes PII and SI as it pertains to any public assistance recipients as well as retailers within the SNAP Program and Providers within any of the State Public Assistance programs.

Personally Identifiable Information (PII) is defined as any information about an individual maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, etc., including any other personal information which is linked or linkable to an individual. (Defined in OMB Memorandum M-06-19, "Reporting Incidents Involving Personally Identifiable Information and Incorporating the Cost for Security in Agency Information Technology Investments".)

Sensitive Information (SI) is information that is considered sensitive if the loss of confidentiality, integrity, or availability could be expected to have a serious, severe or catastrophic adverse effect on organizational operations, organizational assets, or individuals. Further, the loss of sensitive information confidentiality, integrity, or availability might: (i) cause a significant or severe degradation in mission capability to an extent and duration that the organization is unable to perform its primary functions; (ii) result in significant or major damage to organizational assets; (iii) result in significant or major financial loss; or (iv) result in significant, severe or catastrophic harm to individuals that may involve loss of life or serious life threatening injuries. (Defined in HHS Memorandum ISP-2007-005, "Departmental Standard for the Definition of Sensitive Information".) The vendor must be capable of handling documents as described above. The vendor shall sign a confidentiality agreement.

The vendor must provide commercially licensed vehicles capable of safely and legally carrying the volumes specified in the proposal. The vendor must maintain automobile accident cargo insurance liability and employee dishonesty, forgery, and destruction of at least the minimum of \$10,000. The vendor must be licensed by the Public Utilities Commission (PUC) to operate statewide at the time of bid and during the period of this agreement. Vendor must have Courier Service Bonded drivers. The vendor must be fully insured and bonded. Cost for the Courier Service Bond must be borne by the vendor.

DHS may require the vendor to deliver cases of copier paper, forms and office supplies to each of our district offices (more than ten (10) copier boxes is possible for one delivery). The vendor will be required to provide sufficient vehicle carrying capacity and personnel to safely accomplish the task in the specified time frames.

Should the vendor not able to deliver items due to weather, traffic or vehicle breakdowns; the vendor must return the undelivered items back to the DHS central mailroom. The vendor must properly notify DHS within twenty (20) minutes of the scheduled delivery. DHS will provide the vendor with a list of contacts.

Specific Activities / Tasks

LOST, DAMAGED OR STOLEN MATERIALS

The vendor shall be responsible for repayment to DHS for the full value of items entrusted to the vendor's care that are damaged, lost or stolen. The vendor must describe the procedure for submitting claims for

lost, damaged or stolen materials entrusted to their care. Proof of insurance or financial responsibility must be provided. The Contractor shall notify the DHS within an agreed amount of time upon discovery of loss or possible disclosure of PHI, PII or SI. The Contractor may be held responsible for any related costs or remedies associated with the loss or disclosure of PHI, PII or SI.

TRACKING PROOF OF SERVICE

The vendor must be able to provide tracking capabilities on all mailbags and packages entrusted to their care. In case of lost or damaged packages the vendors must immediately, upon discovery of the loss or damaged items, notify DHS detailing the nature of the damage/loss. If the vendor is unable to provide delivery as scheduled due to weather, unexpected traffic or mechanical breakdown; the authorized DHS representative and the intended delivery location must both be contacted within twenty (20) minutes of the scheduled delivery. Notice should be provided to a live person; voicemail and email to a DHS representative is not considered notice until the vendor or their agent speaks with a DHS representative or receives notice in writing from a DHS representative via email; email cannot be an out-of-office reply.

Vendor's records must be sufficient to show that the delivery of the materials was within the applicable time limitations. All delivery records must bear the signature of an authorized DHS representative and cosigned by an agent of the vendor.

The vendor shall be responsible for placement of package identification and destination labels on each mailbag or package. Vendor shall verify that description and quantities picked up correspond with packing slip. Vendor must provide preprinted bills of lading to each pickup site. The vendor will be responsible for the return of all DHS mailbags.

In the event of failure of delivery, for any reason, the vendor must secure the undelivered items in a locked building until they can either be delivered or turned over to DHS custody at the earliest possible opportunity.

DETAILED LOCATION AND DELIVERY INSTRUCTIONS

Vendor will be required to deliver items to specific floor or area within each of the locations listed below. Vendor is responsible for providing hand trucks as required.

Location: IPD Computer Center, Warwick, RI

50 Service Avenue

Warwick, RI 02886

Entrance is located in BACK of building, building is locked at all times, use doorbell for entrance.

Location: John O. Pastore Complex, Cranston, RI

DHS Central Mail Room

Hazard Building

74 West Road

Cranston, RI 02920

Entrance is located in BACK of building

1. The first delivery must arrive no later than 8:30 a.m. at the DHS Central Mail Room located in this building. This first delivery must include all materials picked up earlier that day from the IPD Computer Center located at 50 Service Avenue, Warwick, RI 02886.
2. All materials must be brought directly into the central mailroom or the designated holding area.
3. It is the sole responsibility of the vendor to:
Upon arrival at the mailroom, remove all delivery slips from the corresponding slots in the mailroom, sign each delivery slip, separate them and insert the appropriate copy into the corresponding mailbag window. The vendor is responsible for providing these slips.
4. Complete and sign any logs or other documents required for the documentation of pick-ups and deliveries as required by the DHS mailroom staff.
5. Sort Interoffice Mail and place in appropriate mail slots.

Location: Two Buildings located on the John O. Pastore Complex, Cranston, RI

- 1. Benjamin Rush Building, 55 Howard Avenue, Cranston**
- 2. Louis Pasteur Building, 57 Howard Avenue, Cranston**

1. Materials must be delivered and picked up **daily** at these locations on the following schedule:

PICKUP AND DELIVERY: Vendor must pick up items from the DHS Central Mail room between 8:30 a.m. and 11:00 a.m. prior to making any stops at the locations on the Pastore Complex.

- a. Delivery and pick-up at the Louis Pasteur Building, 57 Howard Avenue shall be performed between 11:00 a.m. and 12:00 p.m.
- b. Delivery and pick-up at the Benjamin Rush building and shall be performed between 11:00 a.m. and 12:00 p.m.
- c. Items picked up on this run must be delivered to the DHS Central Mail room by 1:45 p.m. each day.

Delivery and pick up areas are located on each of the first three floors of each building. Pick up/delivery locations on each floor are subject to change.

DHS DISTRICT OFFICES:

All U.S. Mail picked up at District offices must be delivered to the DHS Central Mailroom no later than 1:45 p.m. on the same day. Volume will vary from day to day.

Location: Providence Regional Family Center
206 Elmwood Avenue
Providence, RI 02907

Pick-up and deliveries will be made at the buildings mail room first floor and must be performed daily between 9:00 a.m. and 12:30 p.m.

Location: Newport Family Center
272 Valley Road
Middletown, RI 02842

Pick-up and deliveries will be made at the front desk, main floor and must be performed daily between 9:00 a.m. and 12:30 p.m.

Location: Wakefield DHS Office

**Oliver Stedman Center
4808 Tower Hill Rd. Suite G1
Wakefield, RI 02879**

Pick-up and deliveries will be made at the front desk, ground floor and must be performed daily between 9:00 a.m. and 12:30 p.m.

**Location: Pawtucket Family Center
249 Roosevelt Avenue
Pawtucket, RI 02860**

Pick-up and deliveries will be made to the front desk and must be performed daily between 9:00 a.m. and 12:30 p.m.

**Location: Warwick Family Center
195 Buttonwoods Avenue
Warwick, RI 02886**

Pick-up and deliveries will be made at the front desk, main floor and must be performed daily between 9:00 a.m. and 12:30 p.m.

**Location: Northern RI Regional Family Center
450 Clinton Street
Woonsocket, RI 02895**

Pick-up and deliveries will be made at the front desk, main floor and must be performed daily between 9:00 a.m. and 12:30 p.m.

**Location: One Capitol Hill
Department of Administration**

- **Basement Mailroom**
- **Accounts and Control, 4th floor**
- **Division of Personnel, 3rd floor**

Pick-up and deliveries, unless otherwise specified, must be performed daily between 9:00 a.m. and 12:30 p.m. at each of these locations in the building.

DHS CHILD SUPPORT ENFORCEMENT UNIT INSTRUCTIONS:

**Location: Child Support Office
77 Dorrance Street/110 Eddy Street
Providence, RI 02903**

This building has two entrances. Specifications as to which door to use may change.

1. 77 Dorrance Street
2. 110 Eddy Street

First delivery of the day must include items picked up at the Computer Center in Warwick. These items must be delivered daily between 8:30 a.m. and 8:45 a.m.

DHS – UNIT INSTRUCTIONS (HP BUILDING):

Location: EOHHS
301 Metro Center Blvd.
Warwick, RI 02886

Pick-up and deliveries will be made on the third floor and must be performed daily between 9:00 a.m. and 12:30 p.m.

DAILY FAMILY COURT ASSIGNMENTS:

1. VENDOR AND/OR THEIR AGENT MUST GO THROUGH SECURITY CHECKPOINT EVERY TIME THEY ENTER THE COURT HOUSE.
2. Vendor will report to the Child Support Office, Legal Unit, 77 Dorrance Street, 3rd Floor at **8:15 a.m.**
3. An court employee will admit the vendor to inner office.
4. Retrieve boxes of file folders weighing approximately 80 lbs. Carts may be provided to transport files to:

RI Family Court
One Dorrance Plaza
Courtroom 5C Anteroom
Providence, RI

5. Deliver items to the 2nd floor reciprocal and collections office. Leave with clerk. Retrieve all packages and mail to be delivered to Child Support Office, 77 Dorrance Street, Providence 2nd floor.
6. Files must be at court **no later than 8:45 a.m.**.. Leave cart.
7. Vendor must return to 110 Eddy Street between 11:45 a.m. and 12:00 pm
 - a. Deliver all items picked up at Family Court that morning to the 2nd floor receptionist area.
 - b. Report to the 3rd Floor business office to pick up cash and checks.

DELIVERY OF CHECKS AND CASH

The vendor will be provided with a sealed bank security bag containing checks and possibly a small amount of cash. The vendor will be required to sign an inventory sheet detailing the contents of the bag. The vendor will then be provided two copies of the document. One of the copies will be for the vendor's records.

The vendor must deliver the security bag and one copy of the inventory report to the Rhode Island Family Court Book Keeping Office, One Dorrance Plaza, Providence, no later than 12:45 p.m. on the same day it was picked up.

1. At 12:45 p.m. report to Family Court, One Dorrance Plaza, Courtroom 5C. Retrieve boxes of file folders weighing up to 80 lbs.
2. Transport files to Child Support Office, Dorrance Street. An employee will admit vendor to office.
3. Check in with receptionist to gain access to office. Drop off the mail and packages in the designated area on the second floor.

Location: IPD Computer Center
50 Service Road
Warwick, RI 02886

SPECIAL NOTE: Building is locked at all times. The vendor must ring bell for admittance and provide Identification.

1. Materials picked up at this location are primarily computer printouts.
2. Some electronic data storage media must be transported on a regular basis. Care must be taken not to expose these materials to magnetic fields, excessive heat or moisture.
3. Most material picked up at this location is packed in cardboard boxes.
4. All data leaving this location will be ready for pick up no later than 7:15 a.m. All materials leaving this site are very time sensitive and must be delivered the same day at the times specified.

INSTRUCTIONS FOR DELIVERY OF "PRIORITY DELIVERY" ITEMS

DHS Financial Management Unit located on the Third floor of the Louis Pasture building, 57 Howard Avenue, Cranston, will occasionally have items requiring special handling. These items are marked "Priority Delivery" and will be addressed to a specific location in the Rhode Island Department of Administration, One Capitol Hill or the Rhode Island State House, Smith St, Providence. These items will be in a separate bin and will be ready for pickup at 11:45 am. The items must be delivered on the same day to the unit or room indicated on the special label attached to each item.

MODIFICATIONS TO DELIVERY SCHEDULE

Delivery/pickup locations, building addresses, building names, floor delivery points and times for delivery/pickups may be changed by DHS. The vendor will be notified in writing by DHS.

- The Department will provide the successful bidder with a list of contact persons and telephone numbers for each office.
- Vendor will be required to provide adequate bonding to cover the sum of money handled in the Child Support / Court House delivery.

The Department will provide the successful bidder with a list of state holidays.

Vendor must provide DHS with a telephone number and contact person for who will be responsible for handling delivery problem resolution.

BILLING REQUIREMENTS

The vendor shall provide DHS with a **monthly** invoice listing the dates of service. The State may reject any invoice for correction of billing errors without prejudice. A log stating the date, time, location, number of items delivered, and signature of an authorized DHS representative will serve as proof of service.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements listed below. The Technical Proposal is limited to thirty (30) pages in a font no smaller than 12 point.

1. Work plan - Please describe in detail, the framework which the requested courier services will be performed and how those services will be billed.
The following elements must be included:
 - a. Methods used to ensure same day service.
 - i. Methods for tracking all items, to and from the listed locations.
 - ii. Provide an example of tracking sheets.
 - iii. List the vehicles available for transport and include compliance for paragraph three under general scope of work.
 - iv. Provide a schedule that will ensure timely pick-up/drop-off at all locations during the required times.
 - b. Method to ensure confidentiality is upheld on all documents transported.
 - c. Method used for labeling all types of items.
 - d. Methods for communication of delays in delivers.
 - i. How will DHS be contacted?
 - ii. How will DHS be notified of a delay within twenty (20) minutes of scheduled delivery?
 - iii. Provide a plan describing how to handle and protect confidential information.
 - e. A system of controls to identify errors, lost items, damaged items and stolen items.
 - i. Method used for reporting missing, damaged or stolen items.
 - ii. Provide the procedure for dealing with missing, damaged or stolen items.
 - iii. How will notification be submitted to DHS for failure to deliver?
 - iv. Provide proof of insurance and proof of bond.
 - f. Provide a detailed method for delivery of checks and cash.
 - i. How will inventory be tracked to ensure the inventory?
 - ii. Provide an example of a tracking sheet for checks and cash.
 - g. Method for managing priority deliveries.
 - h. Provide a plan for feedback to / from DHS regarding the courier services.
2. Capability, Capacity, and Qualifications of the Offeror – Please provide a detailed description of the Vendor’s experience in courier services.
 - a. Vendor must show proof of licensure by the Public Utilities Commission (PUC) to operate statewide and maintain the licensure during the period of this agreement.
3. Approach/Methodology – Define the methodology to be used for the creation of billing information to DHS as well as the process of generating information for billing statements for courier services.

- a. What procedures will be used to ensure accurate and timely collection of fees?

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Provide a proposal for fees charged for the billing services outlined in this proposal. Proposal must include a flat rate daily fee. Billing of services must be on a monthly basis. Please explain the basis and rationale of your fee structure.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from State agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Human Services reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Quality of the Work plan	50 Points
Capability, Capacity, and Qualifications of the Offeror	10 Points
Suitability of Approach/Methodology	10 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$6,500 and Vendor B bids \$10,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$6,500 / \$10,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation.

Please reference **RFP # 7549081** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP # 7549081 Courier Services- DHS- Round 3**" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet (included in the original proposal only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 (included in the original proposal only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.

3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to ten (10) pages (this excludes any appendices).
4. **A separate, signed and sealed Cost Proposal** reflecting the monthly rate, or other fee structure, proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-ROM, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>